

# WELCOME

## Unemployment Insurance (UI)

Today  
in  
NC

Presented in Partnership



NORTH CAROLINA  
**DEPARTMENT of  
COMMERCE**

Division of Employment Security  
Division of Workforce Solutions



NORTH CAROLINA ASSOCIATION OF  
**workforce**  
development boards

# AGENDA

- Overview of UI and DES
- NCWorks and UI
- Assisting Customers with Work Search
- Memorandum of Understanding (MOU) Screens
- Assisting Customers with UI Claims



# Overview of UI

- UI is a benefit program funded by employer contributions.
- The program [currently] provides up to 3 months of benefits.
- It is not a salary replacement program.

# Overview of UI (cont.)

- Claimant must be **eligible** and **qualified**.

## Eligibility:

- Earn enough money within 12-month period
- Meet work search requirements
- Be able to work
- Be available for work

## Qualification:

- Unemployed through no fault of their own

- DES will determine eligibility.



# Overview of UI (cont.)

- Claimant must register with NCWorks.
- Claimant must serve an unpaid waiting week for each claim.

# Who is DES?



## The Division of Employment Security (DES):

- Administers the UI Benefits Program for The State of North Carolina
- Collects unemployment taxes from employers

# Who is DES? (cont.)



## DES consists of 9 Departments:

### Customer Call Center

1<sup>st</sup> point of contact for claimants  
2 Locations: Raleigh and Charlotte

### Benefits

Handles UCX, UCFE, DUA, TRA  
claims and employer charging

### Adjudication

1<sup>st</sup> level decision makers  
Issues determinations of eligibility

### Appeals

Conducts appeals hearings on  
contested adjudications

### Legal

Handles legal matters for DES

### Benefits Integrity

Manages overpayment collections  
Conducts fraud investigations

### Quality Control

Completes quarterly claim reviews

### Tax

Collects employer taxes  
Conducts employer UI tax audits

### Finance and Budget

Manages DES finances and budget

# Timeline of a UI Claim (Filing to Determination)

1

Claimant files  
for UI Benefits  
(Serves mandatory  
unpaid waiting  
week)

2

Claimant  
registers in  
NCWorks  
and begins  
work search

3

Claimant  
files weekly  
certification

4

Employer  
provides  
separation  
information  
(Within 10 days)

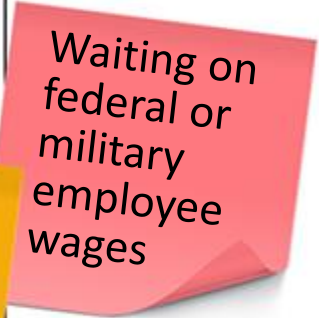

5

Adjudication  
determines  
eligibility  
and issues  
determination

If a claimant receives benefits and is later found not to be entitled, the agency will collect the overpayment.



# Factors that May Affect Timeline

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
 Waiting on wages from other states	 Waiting on federal or military employee wages	 Determining last bona fide employer	 Able & available issues	 Separation pay, pension, or disability issues	 Individual not filing weekly certifications	

# NCWorks and UI Benefits



Per federal regulations, claimants must:

- Register for work with **NCWorks**
- Maintain an active account

# Work Search Requirements

- Claimant must contact **3** employers each week.
- Record work search on the Work Search Record (NCUI 506E).
- Work search records must be **documented** and **verifiable**.

North Carolina Department of Commerce  
Division of Employment Security  
Unemployment Insurance

Work Search Record

Claimant: \_\_\_\_\_  
SSN: XXX-XX-\_\_\_\_\_  
Review Date: \_\_\_\_\_  
Interviewer: \_\_\_\_\_

Office Use Only  
ATTACH PHOTO ID HERE

**Work Search Requirements:** The Employment Security Law, G.S. 96-14.9(e), requires you to be **registered** for work ([www.ncworks.gov](http://www.ncworks.gov)) and **actively seeking** work with a minimum of **three contacts** with potential employers for each week you claim. You must keep a detailed record of your work search activities, which are subject to audit by DES. You should maintain these records for at least five (5) years. Failure to maintain an adequate and verifiable work search record for any week claimed may result in a **denial**, **delay**, and/or **overpayment** of benefits.

For instructions on how to make a valid contact please review the Work Search Guidelines included with this form.

Week #	Beginning Sunday	Company Contacted	Contact Method	Provide one (1) of the following based upon your contact method:	Position Seeking	Results (Ex: Not Hiring, Submitted Application, Interview, Second Interview, Submitted Resume)
Date of Contact			In person (I) Telephone (T) *Email (E) *Online (O) Fax (F)	Physical Address Telephone Number Email Address Website Address Fax Number		

\*Attach a copy of confirmation email or confirmation number for any online contacts.

I do solemnly affirm under penalty of perjury, that I am the person named herein, and that the information that I have provided, including proof of identification and the work search record, is true, correct, and complete to the best of my knowledge. I further understand that there are severe criminal and civil penalties for providing false statements and/or willfully misrepresenting any information to increase or receive unemployment insurance benefits, and that any information I have provided is subject to verification.

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Date

NCUI 506E (Rev 03/2019)

# Work Search Tips




## TIPS ON GETTING YOUR WORK SEARCH RIGHT

- ☒ Read this tip sheet. You are off to a great start already!
- ☐ Print and place it where you'll see it regularly.
- ☐ Plan your job search. Understand what counts as a valid job contact.
- ☐ Record your search. See what information to record for each type of contact.
- ☐ Save proof. Figure out what supporting proof to save for different types of job contacts.

### Plan your search

Use the tips below to understand what types of job contacts can be listed on your UI benefits claim. Choose which ones you will do each week. Making good use of your time will help you get a job faster.

#### ✓ What counts as a valid job contact?

Activity	Acceptable Methods
 Submitting a job application or resume	Online, email, fax, mail, or in person (including at a NC Works Career Center or a job fair)
 Meeting with employers to discuss a job	In-person, via phone, or video conference
 Sending a job inquiry to a person with hiring authority	Via email, fax or regular mail (leaving a voicemail doesn't count)

#### ✗ What does not count as a valid job contact?

- Pursuing jobs for which you lack knowledge, skills, and ability to perform required duties.
- Applying to the same employer twice in a week unless it is for a different position.
- Looking at job descriptions or information about employers but not making any contact.
- Contacts that lack complete records and supporting documentation (see page 2).
- When calling employers, leaving a voicemail is not enough – you must have a conversation.

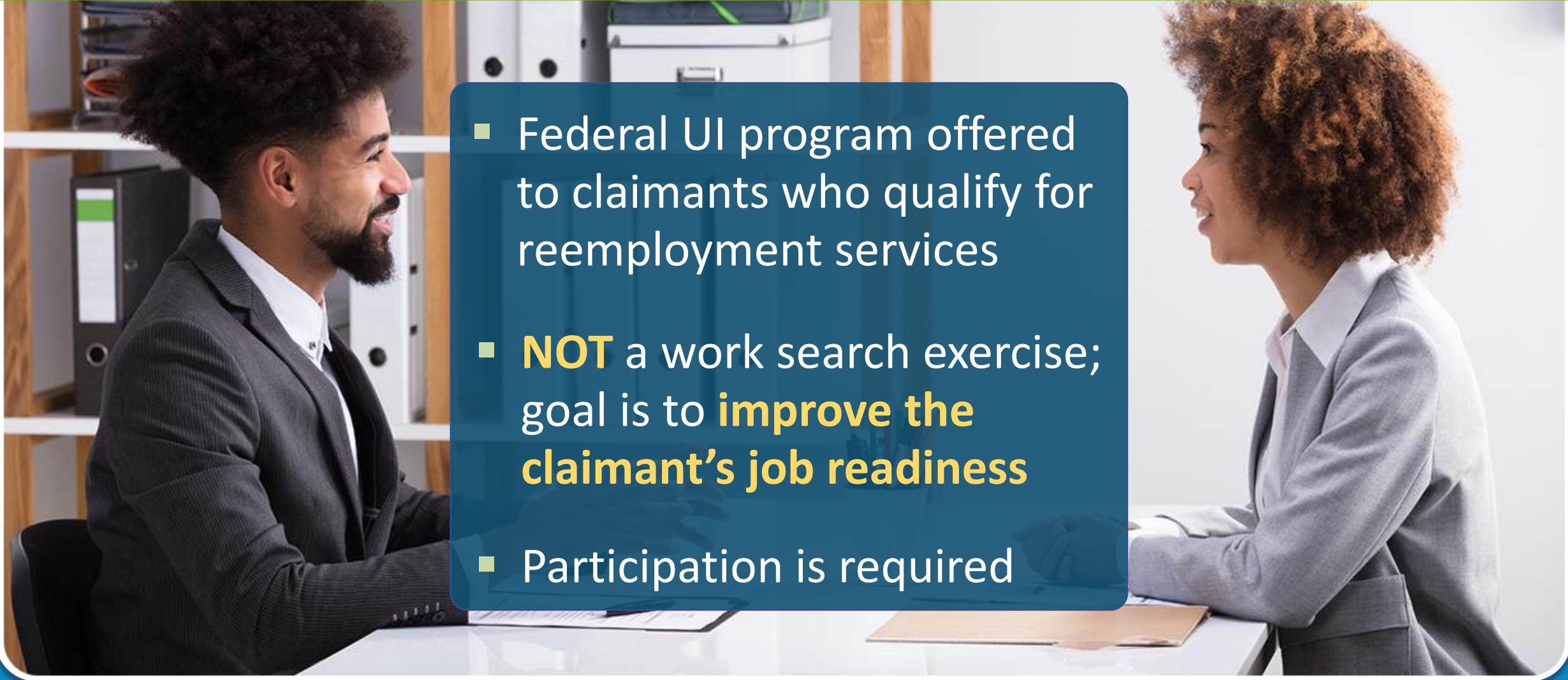
### Record Your Search + Save proof

- Create a folder (electronic or physical) or envelope to store your records for work search.
- For each week - write down details about your work search on [this form](#). (See tips on p. 2)
- Save each week's completed form in your folder/envelope.
- Attach proof for the information recorded (See tips on p. 2).
- Maintain folder with records and proof for 5 years after filing your UI claim.

*Your records will be reviewed in person while you are filing and may be audited even after you stop filing for UI benefits.*



# Reemployment Services Assessments (RESEA)

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- Federal UI program offered to claimants who qualify for reemployment services
  - **NOT** a work search exercise; goal is to **improve the claimant's job readiness**
  - Participation is required

# Employment Assessment Interview (EAI)



- Claimants must report to the Career Center within **4 weeks** of receiving 1<sup>st</sup> UI benefit payment
- Career Center staff assists the claimant with job search activities and provide information on educational and training opportunities



# Memorandum of Understanding (MOU) Screens

MOU Screens do not provide direct access to the DES benefit system.

- Provides basic claim information
- Wage History is for UI purposes only
- DWS management grants access to the MOU screens for DWS staff
- Workforce Directors identify and request access for partner staff members
- Workforce staff should not provide claim services to family or friends

The screenshot displays the MOU (Memorandum of Understanding) screen. At the top, there is a navigation bar with links: My Home, Contact, Downloads, FAQs, Gov. and Public Relations, Job Assistance, Legal, Report Fraud, Youtube, and Search. Below this is a language selection bar with options: Español, Français, 中文(普通话), Tiếng Việt, العربية, Kreyòl Ayisyen, हिन्दी, Hmoob, 한국어, Русский, English(other), and a Translate button. The main content area is titled "MOU" and contains two sections:

- MOU Contact Information:**
  - Business Name:** DES IS
  - Business Address:** 700 WADE AVE, RALEIGH NC 27605
  - Business Phone #:** (919) 707-1700
  - Contact Person:** NEELAM MATHUR (919) 707-1745
  - Email Address:** NEELAM.MATHUR@NCCOMMERCE.COM
- Your MOU Links:**
  - [Employer Name and Address Inquiry](#)
  - [Claimant Profile Inquiry](#)
  - [Claimant Wage History Inquiry](#)
  - [Claimant Benefit Payment History Inquiry](#)
  - [Claim Separation Inquiry](#)
  - [DWS - Claimant Weekly Certification](#)

At the bottom, a note states: "To update Contact or MOU Information please call the DES Help Desk at 919-707-1800".

# Understanding the Changes



- Access to fewer UI screens
- No longer the Unemployment office
- Goal: Help the individual find gainful employment
  - Review work search
  - Explain responsibilities

# Assisting Customers with UI Claim Applications

- Use this opportunity to:
  - Discuss the high need for UI application and employment history
  - Help them register with the system
  - Provide training and support services



# Questions?



# We're Here to Help!



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